HSBC UK

Closure Impact Analysis Report: Beckenham

Date of closure: Thursday, 8 September 2022

Background

We continually review our Branch Network to ensure our branches are in the right locations which reflect the long-term changes in the way customers choose to bank with us. Retaining a sustainable Branch Network is extremely important to us and we need to ensure it is fit for the future. Therefore, after careful evaluation, we have made the difficult decision to close this branch on Thursday, 8 September 2022.

We are here to support you and there will be plenty of other ways you can continue to do your banking with us. The following summarises some of the information used in reaching our decision as well as how you will be able to continue to access your usual banking services. Here are the details for the nearest alternative branch.

Following the closure, you can use any HSBC UK branch for your day-to-day banking. Our Branch Network comprises three different formats and for more information, and details of the services they offer, please visit our branch finder at hsbc.co.uk/branch-finder/.

Accounts held at this branch will now be administered from Bromley branch.

Key account details such as your sort code and account number will not change.

Bromley – Full Service Branch

Further details on our different branch formats are shown on page 4 of this report.

Address: 184 High Street, Bromley, Kent, BR1 1HE

Opening Hours: Monday to Friday: 09:30 to 16:30

Saturday: 09:30 to 13:00

Sunday: Closed

2.1 miles to the next fully accessible branch

Driving: 2.1 miles, Public transport: 14 minutes (Bus).

We sometimes need to temporarily close our branches, amend our opening hours or change the services we offer. We recommend checking our website before you visit at hsbc.co.uk/branch-finder/.

You can also check our opening hours by calling our contact centres. For **Personal banking call** 03457 404 404, lines are open 08:00 to 20:00 every day and for **Business banking call** 03457 60 60 60, lines are open 08:00 to 20:00 Monday to Friday and 08:00 to 14:00 on Saturdays.

Post Office

The agreement we have with the Post Office allows our personal customers to use any of the Post Office counters to pay in cash or cheques, withdraw money and check their balances.

Using their HSBC UK Business Debit Card, business customers can use any of the Post Office counters to pay in cash or cheques, withdraw money and check their balance. Varying limits will apply to cash transactions and customers should check this in advance with the local Post Office. The withdrawal limit is set to £500 or the card limit – whichever is the lower.

Nearest Post Office to Beckenham is 282 ft / 1 min away at: 172 High Street, Beckenham, Kent, BR3 1EW

For more information and details of other Post Office branches please visit the Post Office website: postoffice.co.uk.

Other local services in the area

ATMs – There are 10+ fee free ATMs within a 1-mile radius. More information on nearby ATMs can be found at the LINK ATM locator link.co.uk.

PayPoint – 15 stores within a 1-mile radius have PayPoint available where customers can pay bills and transfer money. For further details visit the PayPoint website at paypoint.com.

Cashback – Cashback services are also available in leading supermarkets, where customers can get cash along with their goods when paying by debit card.

92.7% of residents living within the BR postcode have access to broadband coverage ranging from strong to ultrafast.

How our closure decision was made

Over the past 5 years the number of customers using HSBC UK branches has fallen by a third. Nine in ten customers' contact with the bank is now completed via the Telephone, Internet or Smartphone. 99% of cash withdrawals are made at an ATM. As part of the analysis used to inform our decision to close this branch HSBC UK considered:

- the number of personal and small business branch users affected
- the age profile of branch users (i.e. both older and younger users)
- the number of vulnerable and other branch users who are more dependent on their branch than others (including but not limited to customers that are disabled, elderly, digitally excluded and/or lower income customers)
- the distance to alternative banking services

We have referred the closure to the Access to Cash Action Group, an independent body tasked with ensuring long-term cash availability across the UK, and the needs of the local community have been assessed by LINK.

The availability of alternative ways to bank for customers who live locally or travel to use this branch is considered suitable.

How this branch's Personal and Business customers are banking with HSBC UK:

95% of customers who use this branch are registered for telephone banking

60% of those that are registered for telephone banking are active users

66% of customers who use this branch are registered for our internet and mobile banking channels

42% of customers that are registered for Mobile Banking are active users

65% of customers that are registered for internet banking are active users

12% of customers who use this branch are also using the Post Office

23% of customers rely on branch-only banking and no other methods

24% are vulnerable customers who use the branch and are active users of telephone and/or internet and/or mobile banking

8% of our vulnerable customers do not use alternative banking channels and will be given additional support up to the closure date

Further details on how we are supporting our vulnerable customers are on page 5 of this report.

Alternative banking options for Personal and Business customers following the branch closure

100% of cheques valued below £500 currently being deposited at the branch can be deposited via mobile banking

100% of cheques valued at £500+ can be deposited at the nearest HSBC UK branch or Post Office

100% of ATM cash withdrawals currently being completed at the branch can be undertaken at nearby ATMs of which there are 10+ fee free to use within a 1-mile radius

77% of Personal counter transactions can be completed at the nearest Post Office

92% of Business counter transactions can be completed at the nearest Post Office

Our Branch Formats

Our Branch Network now comprises three different formats to help you bank with us. Please take a look before planning your visit. The format for each branch can be found by visiting hsbc.co.uk/branch-finder/.

Full Service Branch

Full Service Branch supports customers across simple and complex needs.

Customers will have access to branch colleagues and specialists on site.

Services available:

- counter service
- product opening support
- full account servicing
- life event reporting (for example bereavement)
- cash and cheque services, via self-service zones
- digital education and community support
- specialists based in branch

Digital Service Branch

Digital Service Branch supports customers in finding the most efficient banking method for them.

Customers will complete a range of transactions via our self-service and digital channels. Our colleagues will be on hand to provide guidance and support.

Services available:

- no counter facilities
- product opening support
- full account servicing
- life event reporting (for example bereavement)
- cash and cheque services via self-service zones
- digital education and community support

Cash Service Branch

Cash Service Branch supports customers by ensuring our communities have easy access to cash.

These branches will focus on efficient transactional banking, with our colleagues available to support account enquiries and to refer to specialists if required.

Services available:

- counter facilities
- product completion offering
- simple account servicing
- life event reporting (for example bereavement)
- cash and cheque services via self-service zones
- digital education

Community Pop Up Events

We also now offer Community Pop Up Events to further support our customers. These are a great way to learn about how to make the most of banking with us.

These events take place in selected locations across the UK. To find out if there is an event taking place near you please visit hsbc.co.uk/ways-to-bank/community-events/

These events provide the opportunity for:

- face-to-face conversations with some of our branch experts
- guidance and support on different ways to do your banking
- important advice on how to reduce the risk of fraud on your account and the services available at the Post Office

Services available:

- information about our products and services
- online and mobile registration and resets
- education on digital banking
- education on how to reduce the risk of fraud
- education on access to banking services
- education on Post Office services
- help with account servicing via digital banking

Vulnerable Customers

We will identify, and address, the needs of our vulnerable customers in accordance with the FCA Branch Closure guidance (FG20/3) dated September 2020, and the LSB guidance on the Access to Banking Standard dated March 2022. We will provide additional support through to closure as follows:

- an individual call to each customer to identify personalised solutions to ensure they can continue to access their usual banking services
- ongoing support with utilising digital services via our HSBC@Home programme
- help with identifying the nearest Post Office or branch to the customer's home address
- advice on what services can be accessed at the Post Office
- the local team will contact relevant charities to advise them of the closure and work on ways of supporting customers further in the community
- where appropriate Community Pop Up Events will be held following the branch closure. These events will provide support to vulnerable customers by providing education on alternative ways of banking such as Digital Banking, Fraud and Post Office banking, as well as information on how to access the nearest HSBC UK branch and the services available
- where appropriate we will also provide vulnerable customers with a free computer tablet device and support them in building knowledge and confidence in using digital services
- we will continue to expand the number of journeys available to support customers in both digital and specialist telephony channels

Other ways to bank

You can carry out most day-to-day banking transactions, browse and apply for HSBC UK products and offers, manage your account and payments using our Online Banking service, Mobile Banking App or calling our telephone banking teams. For further information, please visit hsbc.co.uk/current-accounts/banking-at-home/.

Personal: HSBC UK Mobile Banking
Available on iPhone, iPad iOS 12 and above and Android OS version 5 and above.

Facilities available via Mobile Banking are:

- log on quickly and securely with Face ID or Touch ID
- make transfers and pay bills to new and existing payees of up to £25,000
- deposit cheques by simply scanning them on your phone
- access mobile statements
- block, report lost and order a replacement card
- view or cancel standing orders and Direct Debits
- view pending transactions
- browse and apply for HSBC UK products and offers

Business: HSBC UK Mobile Banking
Available on iPhone, iPad iOS 9 and above and Android OS version 5 and above.

Facilities available via telephone banking are:

- make transfers and pay bills
- scan and deposit cheques
- view balances for all your accounts
- view pending transactions
- cancel standing orders and Direct Debits
- update business contact details

Personal Online Banking:
hsbc.co.uk/ways-to-bank/online-banking/

Facilities available via Online Banking are:

- log on securely using your Secure Key
- view recent transactions and up to six years' worth of statements
- move money between your accounts and to other accounts in either the UK or overseas
- update your personal details including your address and email
- activate new cards, report them lost or stolen, replace a damaged one or add a temporary block
- browse and apply for HSBC UK products and offers

Business Online Banking:

business.hsbc.uk

Facilities available via Online Banking are:

- log on securely without a need for additional security device
- view balance for all your accounts
- scan and deposit cheques
- pay new and existing beneficiaries
- view recent transactions
- view next working day transactions
- make transfers between your accounts
- view and cancel standing orders and Direct Debits

Personal Telephone Banking:

HSBC UK Personal customers 03457 404 404

HSBC UK Jade and Premier customers 03457 70 70 70

Facilities available via telephone banking are:

- check your balances
- make payments, pay bills and transfer money
- set up standing orders
- update your details
- block a card
- report a card lost or stolen
- we also offer a 24-hour automated service which allows you to check your balance, make payments and transfer money
- browse and apply for HSBC UK products and offers

Business Telephone Banking:

HSBC UK Business customers 03457 60 60 60

Facilities available via telephone banking are:

- check your balances
- make UK payments up to £10,000 a day to each recipient
- transfer money between sterling and currency accounts
- set up, amend and cancel standing orders
- cancel and reinstate Direct Debits
- make international payments, including CHAPs, EFTs, and priority payments

Glossary of terms used in this document

Term Used	Definition
Access to Banking Standard	The Standard, overseen by the Lending Standards Board, aims to help minimise the impact of branch closures on customers and local communities: lendingstandardsboard.org.uk/access-to-banking-standard/.
Accessibility	Please refer to Branch Finder for details of the accessibility features of our branches. Specific features will vary depending on the individual branch layout. Branches will be either fully accessible, partially accessible or non-accessible. To check please visit hsbc.co.uk/branch-finder/.
Access to Cash Action Group	The Access to Cash Action Group, of which HSBC UK is a signatory, has developed and agreed a new approach to protecting cash access in the long term. Further information, and details of the five key commitments made, can be found at: ukfinance.org.uk/area-of-expertise/personal-finance/access-cash-action-group/.
Counter Transactions	Customers undertaking cheque deposits, cash withdrawals and deposits.
Customer Demographics	Statistical analysis of impacted customers on their usage of branch banking facilities at the closing branch, combined with the usage and availability of alternative ways to bank, taking into account a range of factors i.e. age demographics.
Customer	A customer is anyone who holds HSBC UK products and uses the branch or Digital Banking.
Digital	Refers to the availability of services via Internet and mobile devices. Registered customers may be active users of both mobile and internet channels.
Active Users	Defined as any customer who has used the closing branch or alternative banking channels on a minimum of three separate occasions in the 6-month period up to 31 October 2021.
Everyday Banking	Everyday products and services provided by the bank to its customers such as bank accounts, credit cards, loans and mortgages.
External Links	Some links within the report allow you to access non-HSBC websites. HSBC UK Bank plc has no control over the linked websites and is not liable for the use of them.
Information Accuracy	All information within this report was correct at the time of publication.
FCA	The Financial Conduct Authority (FCA) regulates the financial services industry in the UK.
Footfall	Average number of visits to the branch over a 12-month period.
Nearest Alternative Branch	Based on road distances between the closing branch and the next closest branch. Source Google maps based on post codes.

Term Used	Definition
Rail and Bus Journeys	Please note that the times quoted may include some walking. For more information on exact transport details you can visit either google.co.uk/maps/ or traveline.info/.
Road Distances	Distances are based on postcode, using Google maps, from the closing branch to the nearest alternative branch. Monday to Friday between the hours of 09:00 to 17:00.
Telephone, Online or Mobile Banking	Percentage of customers utilising these channels to meet their daily banking needs including, but not limited to, transfers, payments, speaking with an advisor, checking balances and statements.
UK Finance	UK Finance is a trade association for the UK banking and financial services sector, formed on 1 July 2017.
Visits Per Customer	A visit per customer is counted once per day where a transaction is performed or a service is provided that interacts with HSBC UK bank systems.
Vulnerable Customers	As defined in the FCA Finalised Guidance FG20/3 on Branch and ATM closures or conversions dated September 2020: 'Our Principles for Businesses require all the firms we regulate to treat their customers fairly, and we expect firms to exercise particular care with customers in vulnerable circumstances. A vulnerable customer is somebody who, due to their personal circumstances, is especially susceptible to harm, particularly when a firm is not acting with appropriate levels of care.'

Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat service on our website, by visiting one of our branches or by giving us a call on 03457 404 404.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more, please get in touch. You can also visit: hsbc.co.uk/accessibility or: hsbc.co.uk/contact.

hsbc.co.uk

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